

ABSTRACT

In the era of digital transformation, information technology (IT) governance becomes a strategic element to ensure integration between business objectives and effective IT management. PT Viding faces challenges in evaluating IT governance that currently does not fully support digital transformation, such as unoptimized business processes and lack of integration of IT policies with long-term business strategies. This research aims to evaluate the level of IT process capability at PT Viding using the COBIT 2019 framework, identify gaps between current and expected capabilities, and provide recommendations for improvement.

The methodology used includes data collection through interviews and internal documents, analysis of capability levels using the COBIT 2019 framework, and preparation of recommendations based on gap analysis. The results of the study are expected to improve IT governance at PT Viding, strengthen the integration between business and IT strategies, and prepare the company to effectively face the challenges of digital transformation.

Keywords: Information Technology Governance, COBIT 2019, IT capability, Digital Transformation, Gap analysis.